

Learning Objectives
Students will understand the following concepts:

Unique sources of stress in working with crime victims.

How to recognize signs of stress.

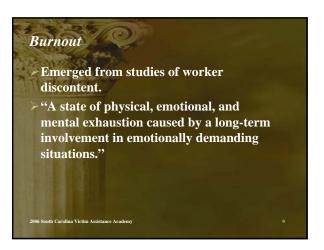
Techniques to relieve stress and help prevent stress from becoming burnout.

Guidelines for managing conflict.

#### Unique Sources of Stress in Working with Victims Working with people who have experienced indescribable human cruelty Working with children who have suffered repeated inhumane acts Dealing with grieving family members of homicide victims Assisting scores of victims/survivors of mass terrorism Working with victims who continue to be at risk for further abuse







## PTSD Anxiety disorder caused by a traumatic event or series of such events. Characterized by symptoms of withdrawal to avoid troubling memories that intrude and cause distress.



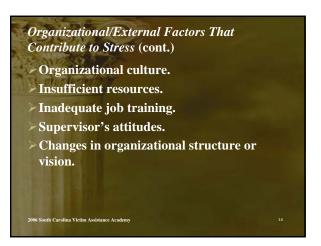








## Organizational/External Factors That Contribute to Stress Work overload. Family conflicts. Threat of job loss. Job conflict or ambiguity. Interpersonal conflicts. External agency conflicts.









Techniques to Prevent Stress
from Becoming Burnout

Warn new staff about over-identifying with the job.

Meet regularly with staff to address work overload.

Arrange for regular meetings to discuss the impact of work on personal lives.

Help staff set limits.

Mitigate stress by focusing on the importance of the work!

## Techniques to Prevent Stress from Becoming Burnout (cont.) Encourage vacation time. Promote regular exercise within and external to the work environment. Provide training opportunities.







# Managing Conflict Define the problem(s) in terms of needs, not competing solutions. Generate possible solutions. Evaluate and test various solutions. Decide on a mutually acceptable solution. Implement the solution. Evaluate the solution.